Aged Care Workforce Planning and Support Programs

With presentations from:

- Stephanie Kaiser, Assistant Secretary, Aged Care Workforce Branch
- Megan Lancaster, Assistant Secretary, Aged Care Market Adjustment Branch
- Colby O'Brien, Partner, Strategy and Transactions, EY

Welcome

Today's webinar

- Aged care workforce overview, with findings from the Home Care Workforce Support Program
- Presentation on the Aged Care Business and Workforce Advisory Services
- Presentation on the Remote and Aboriginal and Torres Strait Islander Aged Care Service Development Assistance Panel
- Q&A session



The aged care workforce

The care and support sector is significant and fast-growing



1.3 million aged care participants



42,000 clients of veterans' care programs



573,000 NDIS participants



1.4 million
children
attending
approved child
care services

The sector employs over **600,000** people as at 2021-22

146,700 in Centrebased Day Care

460,000 in aged care, disability support and veterans' care

- Workforce expected to increase to about one million by 2049-50
- One of Australia's largest and fastest growing workforces - aged and disabled care workers grew 72 per cent between 2016 and 2021
- Department of the Prime Minister and Cabinet is developing a National Strategy to deliver a sustainable and productive care and support economy that delivers quality care and jobs







BUILDING EVIDENCE BASE

BOOSTING EDUCATION AND TRAINING



A VALUED, SKILLED
AND SUPPORTED
WORKFORCE THAT
MEETS THE NEEDS
AND RIGHTS OF
OLDER PEOPLE



IMPROVING CULTURE

UPLIFTING PAY AND CONDITIONS





ENCOURAGING INNOVATION

IMPROVING WORKFORCE PLANNING





INCREASING CAREER PATHWAYS

Overcoming workforce challenges



Increasing service demands to meet the needs of an ageing population



More complex service delivery as people live longer with more chronic and complex conditions, requiring a larger workforce with more specialised skills



High competition to attract and retain aged care workers



Issues are **exacerbated in thin market** areas, including access to staff housing and training in local communities

Recent workforce findings



Need to increase skills and capacity in relation to bestpractice HR processes

- Need to build and maintain strong partnerships in local communities
- Need faster and more streamlined recruitment and onboarding processes



Opportunities

- Enhancing workplace culture, where diversity is valued, and conditions are positive and support the safety and wellbeing of workers
- Encouraging workplace innovation and agility, with improved HR capabilities
- Building aged care leadership skills and capability
- Supporting greater career pathway
 opportunities for workers, with avenues for workers to undertake education and training to build skills and knowledge



Part 2

Aged care Business and Workforce Advisory Services



Colby O'Brien
Partner, Strategy and Transactions
FY

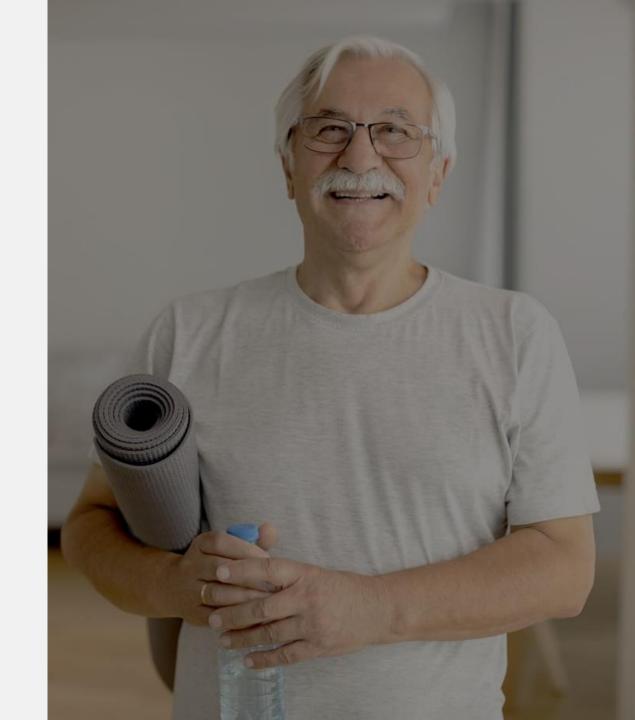
Agenda

- 1. Welcome
- 2. What is the Aged Care Business and Workforce Advisory Service?
- 3. Assistance for approved providers
- 4. How we are currently supporting approved providers
- 5. Working together
- 6. How to apply and contact us

What is the Aged Care Business and Workforce Advisory Services program?

The Aged Care Business and Workforce Advisory Service is funded by the Australian Government Department of Health and Aged Care and is aimed at strengthening the aged care sector. EY is delivering these services on behalf of the Department.

These services are open to approved residential aged care and in-home care providers, and provide free, independent and confidential advice in relation to specific business and workforce matters relevant to each provider.



How we can assist approved providers



The Aged Care Business and Workforce Advisory Service is focused on enabling aged care providers to better understand and address challenges and opportunities affecting resourcing, viability, and profitability.



The service is **rapid**, **strategic**, **tailored** and designed to help providers review their operations and gain advice on business management, financial strategies, workforce challenges, and aged care reforms.



The Business Advisory Service is designed to help address concerns such as cash flow management, occupancy, direct care costs, budgeting, pricing, and local competition through a range of services.



The Workforce Advisory Service addresses concerns related to workforce models, resourcing constraints, workforce capability, recruitment and retention.

We are supporting approved providers on a range of concerns



Severe recruitment and retention challenges, including high costs due to reliance on agency staff.



Governance

Having the right governance and administrative support in place to **meet prudential and statutory requirements**.



Viability concerns

Financial and business model viability concerns due to a significant increase in costs, compounded by pricing / funding constraints.



Balancing quality and cost

Maintaining quality of service amid increasing cost and profitability constraints.



Impact of reforms

Understanding the **nature and impact of aged care reforms** to prepare for change, adapt and implement targeted strategic initiatives.



Sustainable workforce

Enhancing L&D, culture, and career pathways to improve the Employee Value Proposition, boost morale and retention, and improve service quality.

How we will work with approved providers

EY Introduction

Eligible providers meet with EY for a fact find and agree how EY can help

Apply

Providers apply through the intake form via the EY Website





Assess & Approve

The Department reviews

and approves eligible

applications

Kick-off & analysis

Providers share relevant information with EY to build a detailed understanding and generate insights

Collaboration

EY & provider work together to identify root causes and/or solutions to their business and workforce challenges

Evaluation

Gather feedback from providers to incorporate in the ongoing delivery of the Program







Output

Providers receive strategic, rapid and tailored advice (e.g., report, workshop summary, process flow, data analysis, etc.)

How to apply and contact us



You can apply via this link: <u>agedcareadvisory.ey.com</u>

- Click 'Apply Now'
- You will need information regarding your organisation including size, services delivered and workforce to complete the application





For any questions or enquiries: agedcareadvisory@au.ey.com



To contact the Department: <u>agedcareadvisory@health.gov.au</u>

Remote and Aboriginal and Torres Strait Islander Aged Care Service Development Assistance Panel (SDAP) Program

What is the SDAP program?



The Remote and Aboriginal and Torres Strait Islander Aged Care Service Development Assistance Panel (SDAP) Program is focused on **building capability** to deliver high quality aged care services.



The support is open to **rural and remote** (MMM 5-7) aged care service providers, and **First Nations aged care providers** nationally, who deliver residential, home care and/or flexible aged care services.



The program supports providers with **understanding and improving** their business operations, financial strategies and **workforce challenges**, and navigating aged care reforms.



The program has 3 support categories:

- Provider capability and support
- Sector development
- Capital infrastructure project management

We are supporting approved providers on a range of concerns



Preparing

for reform

- Develop recruitment strategies
- Review job & role descriptions
- Develop Workforce Structures & succession plans
- Identifying training needs
- Full financial review to identify areas of opportunity
- Developing strategies to reduce costs
- Identifying changes required to meet new reforms
- Preparing for change at all levels of the business.
- Implementing strategies in preparation for change.



- Developing & understanding effective governance frameworks
- Effective communication and leadership



Quality Service **Delivery** Developing & implementing clinical & care plans

Support & implementation of revised policies and procedures



Succession Planning

- Recognising learning & development opportunities
- Developing workforce strategies and succession plans

Workforce Resources

Program Initiatives

- The Remote Aged Care Management
 Training Program designed to upskill and develop current aged care managers.
- Introduction to Aged Care Animated Video Series. Created alongside East Arnhem Regional Council.
- Remote Aged Care Workshops A series
 of one day face-to-face workshops
 discussing reforms and aged care
 challenges.



How to apply and contact us



You can apply via the application form on the Departments website

- Enter 'Service Development Assistance Panel' into your browser
- The application form is simple to fill out and will be used as a conversation starter with the Department to discuss the support tailored to your service





For any questions or enquiries: sdap@health.gov.au



To contact the Department's Regional Network in your state or territory:

- NSW & ACT: <u>HGN.NSWACT.Coord@health.gov.au</u>
- QLD & NT: <u>HGN.QLDNT.Coord@health.gov.au</u>
- VIC & TAS: Vic.office@health.gov.au or Tas.office@health.gov.au
- WA & SA: HGN.WA.Coord@health.gov.au

Part 4

Q&A session

